



Children's<sup>®</sup>  
Healthcare of Atlanta

# external + INTERNAL

*a comprehensive wayfinding solution*  
Children's Healthcare of Atlanta at Hughes Spalding

## Step 2: Navigate within the hospital.

### Problems

1. Visitors and employees will be **unfamiliar** with the new building.
2. Walls are **not transparent**.
3. Patients, visitors, family, and employees have **high levels of stress and anxiety**.
4. People get lost and **forget directions**.
5. Directions **do not provide a way for people to get back** from where they go.

### Solutions

1. Create a **graphical, interactive model** to help all users understand their orientation in the hospital.
2. Use **colors, landmarks, symbols, and cognitive techniques** to help all users navigate the hospital.
3. Provide a **take-away reference** to help people navigate to and from their destination, as well as provide assurance that they are on the right track.



**To find your way, simply PRESS and PRINT.**

Upon entering the hospital...

- **find your destination** based on the symbol or label
- **press** the button corresponding to your destination
- your **desired pathway** will **light up**
- you have the option to **print the map** (in English or Spanish)